

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION INFORMATION RESOURCE MANAGEMENT PLAN 2001 UPDATE

I. EXECUTIVE SUMMARY

The objective of the Research and Special Programs Administration's (RSPA) Information Resources Management (IRM) planning process is to provide the ongoing input, logic, and rationale for RSPA's IRM needs. It is designed to meet RSPA and Departmental requirements through strategies consistent with National Performance Review (NPR) recommendations, the DOT Strategic Plan and RSPA Strategic Plan that enable enhanced sharing of data, process improvement, and cost reduction.

II. SUMMARY OF OUR VISION, MISSION AND STRATEGIC GOALS

Please see the information posted at http://www.rspa.dot.gov/strategic_plan/fsp.html#TOP

III. MAJOR ACCOMPLISHMENTS

The RSPA mission is served by a diverse group of organizations each of which have distinct responsibilities for supporting the RSPA mission. Each of these organizations is largely supported by information technology that is specific to their organization, rather than RSPA as a whole. The majority of the Program Office initiatives within the current RSPA environment are similarly oriented toward developing and managing the information resources of a given organization. A limited set of system resources also exist which are viewed as shared corporate resources.

The following subsections provide a description of the major accomplishments of the RSPA programs during FY-00.

RSPA Wide

A stable, dependable and reliable infrastructure is a critical requirement for enabling the RSPA program and staff offices to adequately plan and perform RSPA's mission essential functions. During FY 00 this infrastructure was supported and enhanced as follows:

- \$ Successfully managed the Y2K millennium change without incident.
- \$ Managed RSPA's Help Desks in the highest professional manner.
- \$ Provided a greater than 99% access uptime to all servers on the RSPA LAN.
- \$ Managed an active program to ensure peak performance from RSPA's local area network and server infrastructure.
- \$ Maintained and improved RSPA's corporate data bases. These data bases include: the mail system, RAMIS, PR, FOIA, Training, PRISM; and the help desk tracking system, Track-It.
- \$ Maintained and improved the RSPA Home Pages on the Internet adding more information, striving to assure compliance with the American with disabilities Act, privacy notices and deployed online payments to meet e-commerce goals.

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- \$ Supported the Garret A. Morgan program and E.O. 12999 with distribution excess computers to schools.
- \$ Maintained a successful security program achieving no network intrusions, effective virus eradication procedures, continued security awareness training, and planning and deployment of additional network safeguards.

Office of Pipeline Safety

- \$ Implemented a new pipeline operator enforcement case tracking system in Oracle
- \$ Continued to populate National Pipeline Mapping System with Alive@data targeting 70% submission in CY 2000 on voluntary basis.
- \$ Deployed new Pipeline Information and Processing System (PIPES) in Oracle
- \$ Deployed a new release of Integrated Operator Compliance System (IOCS)
- \$ Completed testing phase of new industry voluntary data submission system.

Office of Hazardous Materials Safety

- \$ Deployed upgrades, expanded document content and increased office access to the OHM Document Imaging System.
- \$ Completed requirements analysis phase of the system migration of the Hazardous Materials Information System (HMIS) to Oracle.
- \$ Purchased and installed a document management and workflow control software package in support of the migration of HMIS to Oracle.

Office of Emergency Transportation

- \$ Developed a departmental crisis management software system called Activation Information Management (AIM), a web based system used by DOT for disaster reporting.

The Volpe National Transportation Systems Center (Volpe Center)

- \$ Installed and implemented Helpdesk products HEAT and Zenworks.
- \$ Upgraded the Volpe backbone network to accommodate gigabit speed.
- \$ Upgraded Volpe's ISP and IDN communications service.
- \$ Completed security awareness training for all Volpe and on-site contractor staff.
- \$ Completed security plans for all administrative and general-purpose support systems.
- \$ Implemented a back up firewall system.
- \$ Deployed network vulnerability scanning software.
- \$ Deployed virus software to Volpe's e-mail servers.

- \$ Deployed intrusion detection system (Axent) to the most critical systems.

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- \$ Upgraded the AlphaServer 8400 to AEV6@ capability.
- \$ Installed CA UnicenterTNG software and licenses (purchased as upgrade/replacement to existing PolyCenter and DECalert) on new Windows NT Dell PowerEdge server B with follow-on work to include Master Console, SNMP-based systems management and Data Center alerts and notifications.
- \$ Expanded the library management Enterprise Backup System.
- \$ Upgraded the Data Center Network to 100MBPS.
- \$ Installed a new DAFIS file transfer capability B Dell PowerEdge Server, Windows NT OS and Power 3770 application software.
- \$ Implemented a procurement software package PRISM to replace the legacy Simplified Acquisition Process (SAP).

IV. KEY GOALS AND OBJECTIVES FOR 2001

RSPA's Strategic Goals are aligned with DOT's to enhance overall performance. We are committed to implementing our strategic plan by infusing it into the budget process, supporting it through day-to-day activities within the operating offices, and reinforcing the strategic goals and outcomes through the actions of our political and senior career officials.

Under the Government Performance and Results Act of 1993, annual performance plans are required by Federal agencies, including DOT. The Department's annual performance plan is intended to link DOT's Strategic Plan, through performance goals, to DOT's budget. To contribute to DOT's overall performance, RSPA's long-term Strategic and Outcome Goals directly support DOT's Annual Performance Plan through RSPA Performance Goals. These goals form the basis by which we will measure our near-term achievements toward our long-term strategic goals, given RSPA's level of budgeted resources. Monthly reporting on goals contained in the RSPA Administrator's Performance Agreement with the Secretary will be our measure for ensuring we meet our targets. Our success, or failure, in each of these areas will be our gauge--and a scorecard for the American public--to communicate RSPA's and, ultimately, DOT's near-term progress toward meeting the intended strategic goals. Individual linkages to DOT's FY 2001 Performance Plan, by RSPA Strategic Goal, RSPA Performance Goal(s) and DOT's Strategic Goal(s) and consequently to the IT plans are summarized in the RSPA Strategic Plan.

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The Office of Emergency Transportations departmental crisis management software system called Activation Information Management (AIM), a web based system used by DOT for disaster reporting will be improved. The United States Coast Guard has designed, and the Federal Highway Administrations is doing an initial design of their own additions to the software system to fulfill their day-to-day reporting and information needs. This internet based system provides a platform for all of DOT, headquarters and the regions, to utilize for crisis reporting. DOT is the forerunner in utilizing this software package on such a massive scale.

The Office of Pipeline Safety (OPS) is committed to a strong State partnership in providing the best possible safety. OPS will embark on a new **Community Right to Know** initiative to ensure that communities are educated about the risks of pipelines and are prepared to play an active role in furthering pipeline safety. OPS will define new ways to improve pipeline operator systemwide integrity to increase the ability to determine the effectiveness of operator's overall ability to operate pipelines safely. OPS will use IT to assist in meeting its goals.

The Volpe Computer Center will make a shift from its primary reliance on the Open VMS operating system to UNIX and will begin to align its processes and procedures, to train and acquire staff, to acquire and implement new hardware/software, and the transition of applications. The Volpe Helpdesk will introduce a new paradigm for support that makes use of the current year's investment in tools (notably, HEAT and Zenworks) to provide better service and achieve greater efficiency. A Intranet was implemented at Volpe during FY2000 and that Intranet will be further expanded toward the goal of becoming the primary source of all information required by the Volpe staff.

Critical IT Investments

Modernization - RSPA needs to keep pace the government and industry with automation efforts . Investments in the improvement of RSPA business processes is critical. Programs such as Volpe's Integrated Enterprise Capability (IEC) /Intranet is one improvement effort. Volpe's administrative systems are predominantly legacy systems built as much as 25 years ago. The technology is out of date and disappearing from the marketplace. They are costly to maintain and inhibit sharing of information. The IEC effort will integrate a set of modern commercial packages based on the latest technologies. The major IEC packages include financial and human resources areas. The information in the IEC will be made available to a broad Volpe community through the Volpe Intranet with data

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warehousing as an underlying technology.

Security Architecture B In this interconnected world, we are all vulnerable to threats that may destroy critical information or make computing resources unavailable to perform business functions. These in turn can result in major dollar losses to an agency and inhibit that agency's ability to perform its mission. Threats continue to get more sophisticated. RSPA will invest to maintain and improve the security program.

Network Infrastructure B RSPA will continue to invest significant dollars to upgrade and maintain its network infrastructure for increased reliability, speed, and bandwidth. These upgrades were put in place this year in anticipation of future requirements for collaborative applications and the transmission of both video and voice over the networks.